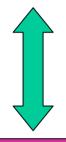
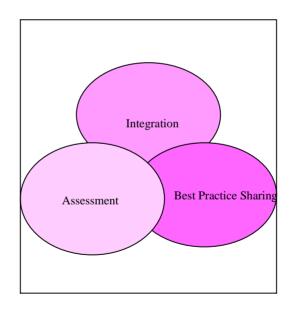
USPTO
Goal 2:
Provide our
customers with
the highest
level of quality
and service in
all aspects of
USPTO
operations

Office of Quality Management Strategic Framework 2001 - 2006



Office of Quality Management Mission:

Guide USPTO towards performance excellence Be the USPTO's provider of choice for expertise in quality management and integration



Enhanced quality of patents and trademarks

Enhanced quality of services

Improved timeliness of product and service delivery

Satisfied workforce



Goal

Strategies

Results



Accountability